



MICHAEL ANDERSON

Director of Operations

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SUMMARY

Accomplished Long-Term Care Administrator with over 15 years of experience in managing healthcare facilities, ensuring compliance with regulations, and enhancing patient care services. Expertise in operational management, strategic planning, and team leadership has consistently resulted in improved facility performance and patient satisfaction. Proven track record in implementing innovative care models and fostering interdisciplinary collaboration among healthcare professionals.

WORK EXPERIENCE

Director of Operations Greenwood Health & Rehabilitation Center

Jan 2023 - Present

- Oversaw daily operations of a 150-bed long-term care facility.
- Implemented a new electronic health record system, improving documentation accuracy by 30%.
- Developed and executed strategic plans to enhance patient care services.
- Conducted regular staff training sessions, resulting in a 25% reduction in staff turnover.
- Managed budgetary allocations, achieving a 15% cost reduction while maintaining quality standards.
- Coordinated interdisciplinary team meetings to foster collaboration and improve service delivery.

Assistant Administrator Sunnyvale Long-Term Care Facility

Jan 2020 - Dec 2022

- Assisted in managing operations of a skilled nursing facility with a focus on quality improvement.
 - Facilitated compliance audits, ensuring adherence to local and federal regulations.
 - Streamlined patient intake processes, reducing wait times by 20%.
 - Implemented quality assurance programs that improved patient satisfaction scores by 35%.
 - Supported recruitment and training of nursing staff, enhancing team capabilities.
 - Analyzed performance metrics to identify areas for operational enhancements.
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EDUCATION

Master of Health Administration, University of California, 2009

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Operational Management, Regulatory Compliance, Strategic Planning, Quality Improvement, Team Leadership, Budget Management
- **Awards/Activities:** Increased patient satisfaction scores to 95% through targeted care initiatives.
- **Awards/Activities:** Recognized with the Excellence in Leadership Award for outstanding facility management.
- **Awards/Activities:** Achieved the highest accreditation rating from the state health department.
- **Languages:** English, Spanish, French